

CITY OF LOWELL
Job Posting
Please Post ~ August 26, 2008
Deadline ~ September 5, 2008
Head Clerk
Water Department

Job Title: *Head Clerk - Provisional*
Department: Water Dept
Reports To: Office Manager and any other designated personnel
Union: AFSCME
Wages: *(Min) \$16.43 to \$18.85 per hour (35 hours per week)*

SUMMARY Performs clerical duties which require a high degree of decision making and complete knowledge of the function of the Water Utility.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

Under direct supervision of Office Manager and other designated personnel:

Answers telephones and in person inquiries;

Prepares and mails outgoing correspondence;

Interprets policies, rules and regulations of the department.

May compute payroll and other mathematical computations as required.

Enters data for service/purchase orders and other departmental reports.

Receives requests, instructions or information. Investigates records, files and other information sources to obtain necessary information. Compiles lists of data or information.

Classifies information according to office procedures. Transfers or posts information to records. Writes, types, or enters information into computer to prepare correspondence, bills, statements, receipts, checks, or other documents; copying information from one record to another. Sends, routes, and relays forms, materials and information; maintains files; retrieves information from files; files information; processes forms; checks forms for accuracy and completeness; types forms, memos, letters and other material. Proofread records or forms. Counts, weighs, or measures material. Sorts and files records. Composes correspondence which may require specific knowledge of methods and procedures; addresses envelopes or packages; stuff envelopes by hand or with envelope stuffing machine; answers telephone, places telephone calls; conveys messages, and runs errands; gives information to the public in person and over the phone.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE Three years full time experience in a busy office environment involving customer service, records retention and general clerical support; or equivalent combination of education and experience, must include working knowledge of word processing and spreadsheets.

Complete knowledge of acceptable business office procedures and standards.

LANGUAGE SKILLS Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports or correspondence, etc. . Ability to effectively present information and respond to questions tactfully from groups of managers, customers, and the general public.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen, and CORI post offer.

Interested/qualified applicants send resume/application to the Human Relations Office, City Hall, Lowell, MA, 01852 by 4:00 pm on: Deadline - September 5, 2008

EOE/AA/504 Employer

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